

## Claims

- Sub 24 C3
- 5 1. A method for providing a communication medium in a financial modeling and counseling system comprising:
- providing automated financial coaching in a web page environment;
- displaying to a user a plurality of communication options with a live advisor in said web page environment; and
- enabling a communication medium between said user and a live advisor based on
- 10 the user selected communication option whereby said live advisor may provide live financial coaching.
- Sub 27
- 15 2. The method of claim 1 further comprising establishing an electronic mail communication between said user and an said live advisor utilizing the network upon said user's selection of the electronic mail option.
- Sub 24
- 20 3. The method of claim 1 further comprising establishing an online chat communication between said user and an said live advisor utilizing the network upon the user's selection of the online chat option.
4. The method of claim 1 further comprising establishing a voice communication between said user and an said live advisor transmitting streaming live audio using said wide area network upon the user's selection of the voice option.
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5. The method of claim 1 further comprising establishing a voice communication between said user and an said live advisor using the telephone an utilizing the network upon the user's selection of the talk option.

6. The method of claim 1 further comprising establishing a communication medium between said user and an said live advisor transmitting still video clips utilizing said wide area network upon the user's selection of the clips option.

7. The method of claim 1 further comprising establishing a communication medium between said user and an said live advisor transmitting streaming live video over said wide area network upon the user's selection of the video option.

8. The method of claim 1 further comprising providing a collaborative medium for sharing data between said user and said live advisor upon the selection of a communication option.

9. A communication system for a financial modeling and counseling system comprising:  
 an automated coaching engine providing financial coaching in a web page  
 environment coupled to a wide area network;  
 a web server providing a variety of communication options to a user, coupled to a wide area network; and  
 a communication center coupled to said wide area network, enabling said user to communicate with a live advisor using a communication medium selected by the user  
 whereby said live advisor may provide financial coaching.

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10. The system of claim 9 further comprising an electronic mail server coupled to said wide area network providing electronic mail communication between the user and the live advisor, upon the user's selection of said electronic mail option.

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11. The system of claim 9 further comprising an electronic chat server coupled to said wide area network providing live electronic chat between said user and said live advisor upon the user's selection of said chat option.

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12. The system of claim 9 further comprising a communication center coupled to said wide area network providing live voice communication over said wide area network between the user and the live advisor upon the user's selection of said voice option.

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13. The system of claim 9 further comprising a communication center coupled to said wide area network providing live voice communication between said user and said live advisor upon the user using a stand alone telephone.

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14. The system of claim 9 further comprising a user interface coupled to said wide area network for transmitting still video clips utilizing the wide area network between the user and the live advisor upon the user's selection of said clips option.

15. The system of claim 9 further comprising a user interface coupled to said wide area network for transmitting streaming live video utilizing said wide area network between the user and the live advisor upon the user's selection of said video option.

5 16. The system of claim 9 further comprising a user interface coupled to said wide area network providing a collaborative medium for sharing data between said user and said live advisor upon the selection of a communication option.

17. A computer program embodied on a computer readable medium for providing a  
 10 communication medium in a financial modeling and counseling system comprising:  
     code segment providing automated financial coaching in a web page environment;  
     code segment displaying to a user a plurality of communication options in a web  
     page environment; and  
     code segment enabling a communication medium between said user and a live  
 15 advisor based on the user selected communication option whereby said live advisor may  
     provide live financial coaching.

18. The computer program embodied on a computer readable medium of claim 17  
 further comprising code segment establishing an electronic mail communication between  
 20 said user and an said live advisor utilizing the network upon said user's selection of the  
     electronic mail option.

19. The computer program embodied on a computer readable medium of claim 17 further comprising code segment establishing an online chat communication between said user and an said live advisor utilizing the network upon the user's selection of the online chat option.

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20. The computer program embodied on a computer readable medium of claim 17 further comprising code segment establishing a voice communication between said user and an said live advisor transmitting streaming live audio using said wide area network upon the user's selection of the voice option.

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21. The computer program embodied on a computer readable medium of claim 17 further comprising code segment establishing a voice communication between said user and an said live advisor using the telephone an utilizing the network upon the user's selection of the talk option.

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22. The computer program embodied on a computer readable medium of claim 17 further comprising code segment establishing a communication medium between said user and an said live advisor transmitting still video clips utilizing said wide area network upon the user's selection of the clips option.

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23. The computer program embodied on a computer readable medium of claim 17 further comprising code segment establishing a communication medium between said

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cont*

user and an said live advisor transmitting streaming live video over said wide area network upon the user's selection of the video option.

24. The computer program embodied on a computer readable medium of claim 17 further
- 5 comprising code segment providing a collaborative medium for sharing data between said user and said live advisor upon the selection of a communication option.

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DR*